

Client Aid

Advancing A Proven Program

September 7, 2022

INNOVATION FUND SUCCESSES

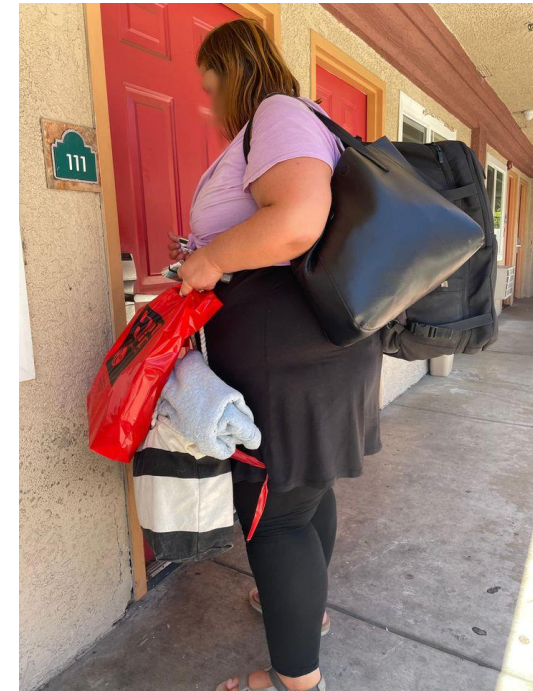
- In a 2019 motion, the Los Angeles County Board of Supervisors created the Measure H Innovation Fund to help Cities and Council of Governments (COGs) find creative solutions to prevent and combat homelessness
- Innovation Fund successes to date include **Homeless Courts** and **Pallet Shelters** – in both instances the models have been duplicated in multiple jurisdictions and additional funding has been secured



SOUTH BAY CITIES
COUNCIL OF GOVERNMENTS

INNOVATION FUND SUCCESSES

- After more than a year of implementation, the South Bay Cities COG's Client Aid program can be declared a success and is ready to receive funding outside of the Innovation Fund



CLIENT AID – WHAT IS IT?

- Based on feedback from our agencies and case managers, Client Aid was designed to be immediate funding to promote clients towards their housing goals
 - Client Aid is unique to other solutions such as LAHSA Problem Solving, County Prevention Programs, and other State/Local resources
- The types of aid provided include, but not limited to:
 - Motel stays or One Month Rent (w/ housing plan)
 - Rental/Utility Deposits
 - Rental application/document fees
 - Moving Assistance/Transportation
 - Auto tow/repair/temp insurance to sustain job or safe parking
- The key to the program is that same day access to funds could be provided.
 - \$500 Pre-paid debit cards on hand, and same day check writing



PERFORMANCE RESULTS

- After 13 months (6/2021-6/2022), including a ramp up period, roughly \$30,500 have been disbursed to 27 clients
 - Average payment is roughly \$1,100 per client
- Of the 27 clients, 19 have been permanently housed, 4 have progressed on their housing plan and are actively looking for housing, and 4 have not progressed
 - 70% of Client Aid recipients have been permanently housed to date
- When looking at the overall funding landscape of Measure H, Client Aid is cost effective and can more rapidly house people when compared to similar programs

With Covid and on the Street

- With the winter shelters full, Client Aid got Aaron into a motel, where he shortly tested positive for Covid. Fortunately, he was able to recover while indoors. Once healthy, Aaron was able to find housing using his voucher.

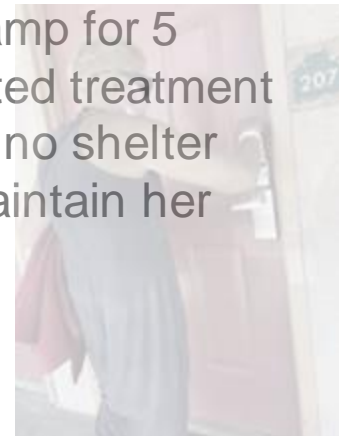


Mother and 3rd Grade Daughter Living in a Car

- The mother suffers from a recent disability and can no longer work. She has a voucher but did not have enough for the security deposit. Client Aid paid for her security deposit right before the Thanksgiving holiday.

405 Lady and Long-Term Mental Health Sufferer

- Known to locals as 405 Lady, she has pan handled on a 405 offramp for 5 years. She had been resistant to services. A recent court mandated treatment stabilized her, and she was now open to services. Unfortunately, no shelter space was available. Client Aid stepped in with a motel stay to maintain her stability. Client has now matched to housing.



CLIENT AID VS LAHSA PROBLEM SOLVING

Program Design	Client Aid vs LAHSA Problem Solving
Application	Client Aid requires a quick email/phone call and then a Google Form. <u>Approval is same day.</u> Problem Solving involves paper forms and signatures. <u>Approval can take a week or more.</u>
Documentation	Client Aid requires receipts and HMIS notation in client notes. Problem Solving requires receipts and case managers to enter notes in both HMIS and separate Problem Solving module.
Funding	Client Aid funding can be <u>same day</u> through both a debit card and/or check writing. Problem Solving is strictly a reimbursement model, with <u>checks not issued for 2-4 weeks.</u>



CHECKS AND BALANCES

Client Aid was designed to provide quick and easy access to funds. It has 6 check points to ensure fiduciary integrity:

- 1) Project Manager and Senior Analyst approves the aid via email or phone conversation with Case Manager.
- 2) Project Manager and Senior Analyst validates the client in the HMIS system.
- 3) Receipts and applications verified by administration staff.
- 4) Accountant and Executive Director approves issuance of check.
- 5) Executive Director checks the Google Form tracking spreadsheet monthly.
- 6) The tracking spreadsheet included in the monthly Steering Committee agenda packet for review

Propose to Steering Committee expansion of the Client Aid program, which may include:

- Asking for County to provide sustainable funding for the Client Aid Program
- Seeking \$350,000 annually to assist roughly 250 clients
 - Seeking 1 FTE to assist in program administration



SUPPORTERS OF CLIENT AID

- Mary Agnes Erlandson, Executive Director of St Margaret's Center (CES partner)
- Lila Omura, Redondo Beach Housing Navigator
- Dulce Medina, Hawthorne Program Manager
- Zulma Gent, Torrance Office of the City Manager
- Dianna Espinoza, Homeless Coordinator, City of Gardena
- Christian Horvath, Co-Chair of the Los Angeles County Blue Ribbon Commission on Homelessness